



## MERCYCARE HEALTH PLAN

3430 Palmer Drive  
P. O. Box 2770  
Janesville, WI 53547-2770  
608-752-3431 or 800-752-3431  
FAX 608-752-3751  
www.mercyhealthsystem.org

Type of Plan ..... Health Maintenance Organization  
Total Number of Members ..... 28,329  
Years of Operating Experience ..... Eight  
Total Number of Primary Care Physicians (PCPs)..... 144  
Percentage of PCPs Accepting New Patients..... 86%  
Percentage of Board Certified Specialty Care Physicians ..... 74%  
Number of Hospitals Affiliated with Plan ..... Nine  
Number of Urgent Care Facilities ..... Fourteen  
Number of Dentists ..... No Routine Dental Coverage

### ADDITIONAL INFORMATION

<b>Referral/Prior Authorization Requirements</b>	MercyCare has an open access network of participating providers and specialists. If the specialty care your participating MercyCare Primary Care Physician (PCP) wants you to receive is available within MercyCare's provider network he or she will generally direct you to a specialist in the network. No referral is required in this case. If the care you require is not available from a network provider, your PCP may request a referral for services from an out-of-plan provider. This referral is submitted to MercyCare for approval before any recommended treatment or services are obtained. You will be notified in writing whether your referral is approved or denied. If it is approved, the referral will indicate the type or extent of treatment, tests and number of visits authorized. It will also state the period of time during which the authorization is valid. If you have any questions, please contact MercyCare Customer Service Department at 1-800-895-2421.
<b>Medicare Claims Procedure</b>	When receiving care from an in plan provider, all claims are handled electronically. No claim form is necessary.
<b>Prescription Drug Policy</b>	MercyCare maintains a formulary which is an extensive list of over 975 medications. If medically necessary, non-formulary medications may be obtained when a physician calls MercyCare. Your prescription may be filled at any PCS pharmacy across the country. Participating pharmacies as well as participating network providers have a copy of the MercyCare Health Plan Drug Formulary. Please call MercyCare Customer Service at 1-800-895-2421 if you would like to obtain a copy of the MercyCare Prescription Formulary or if you have any questions.
<b>Dispensing Policy</b>	Drugs are dispensed in maximum quantities not to exceed a 34 day supply. If members are traveling, larger quantities may be pre-authorized. You may receive a prescription of any covered drug up to 90 days if prescribed by your physician; but you will be required to pay 3 co-pays at the time of purchase.
<b>Mail Order</b>	MercyCare does not offer mail order.
<b>Disposable Diabetic Supplies Procedure</b>	Supplies must be purchased from a PCS pharmacy. You will be required to pay the 20% coinsurance at the time of purchase. Out of pocket expense for these supplies will be applied to the Prescription Drug Annual Out of Pocket Maximum.

## ADDITIONAL INFORMATION

<b>Outpatient Mental Health Network/Policy</b>	Covered services provided by a participating network practitioner or provider are covered at the levels described in your schedule of benefits. All mental health and substance abuse services must be provided by a participating network practitioner or provider. The participating network practitioner or provider will seek pre-certification of services on your behalf. If you need assistance in selecting a network practitioner or provider, please contact 1-800-895-2421.
<b>24-Hour Nurse Line</b>	For healthcare information and help finding a doctor in the MercyCare network, call 1-800-236-4676 or 1-608-756-6100.
<b>PCP Restrictions</b>	Members are requested to select a PCP to coordinate their care.
<b>Dental Benefits Provided</b>	No routine dental coverage provided.

## SOUTH CENTRAL WISCONSIN NETWORK

Counties in Service Area	Hospitals in County	Major Providers in County*
Dane		Cambridge Clinic
Jefferson	<ul style="list-style-type: none"> <li>Ft. Atkinson Memorial Hospital</li> <li>Watertown Hospital</li> </ul>	Please refer to the provider directory, call (608) 752-3431 or (800) 895-2421 or go to <a href="http://www.mercyhealthsystem.org">www.mercyhealthsystem.org</a> .
Rock	<ul style="list-style-type: none"> <li>Edgerton Memorial Community Hospital</li> <li>Mercy Hospital</li> </ul>	Please refer to the provider directory, call (608) 752-3431 or (800) 895-2421, or go to <a href="http://www.mercyhealthsystem.org">www.mercyhealthsystem.org</a> .
Walworth	<ul style="list-style-type: none"> <li>Lakeland Medical Center</li> </ul>	Mercy Walworth Medical Center, Surgical Associates, Center for Women's Health, Whitewater Vision Center, Eye Physicians & Surgeons SC, Lakeland Surgical Clinic SC, Urologists LTD, Mercy Delavan Medical Center, Mercy Assisted Care, Willowfield Nursing & Rehab Center, Mercy Whitewater Medical Center, Mercy Lake Geneva Medical Center.

\* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.

MercyCare also has a separate Northeastern Illinois Network. The counties represented are McHenry, Lake, Kane & Cook. If you would like a complete listing of providers, please call Customer Service at 1-800-895-2421.